

2017 Global NSO Mentor Program FAQs



February 2017

Eligibility

Submission Process

After having a discussion with your Store Leader and Market Leader to determine your eligibility and receive all necessary recommendations, follow the submission process as outlined in the individual Mentor Program Guide.

Application Documents

The naming convention of your documents should be [candidate name - name of Mentor program - name of document- 2017]

For example:

John Appleseed - Merchandising Mentor - CV - 2017

John Appleseed - Merchandising Mentor - Availability Form - 2017

When submitting more than one document, please submit this in a folder.

The naming convention of the folder should be [candidate name - store name - Market Director- 2017].

For example:

Jane Doe - Lincoln Park - Bill Davanzo - 2017

Jane Doe - ifc mall - Kristen Petralia - 2017

Frequently Asked Questions

If my Store Leader does not endorse me, am I still eligible for the program?

No. To be eligible to participate in any of the Global Mentor programs, your Store Leader or Market Leader must endorse your submission. All applications must be submitted on the CE website.

What if I have vacation or prior commitment during the time period of the program, am I still eligible?

Yes. Vacation requests will be handled based on business needs, per Apple policy and procedure.

What if I don't have a valid passport, am I still eligible?

Yes. If you are accepted into the program we will assist you with the process of obtaining a passport if needed. However, you must be able to provide proper documentation. You will be required to obtain a passport or ensure your existing passport is valid for at least one year from the beginning of the program. Passport fees can be expensed if you are selected for the program.

Will I work in my store during the program?

Yes. You will be out of your store periodically throughout the year as a Mentor assisting the NSO team. Otherwise your role in store will remain the same.

What happens after I complete the submission process?

Once all items required in the submission process have been received:

- The Program Lead of the Mentor program you have applied for, will communicate with you on arranging an interview time.
- The NSO team will communicate with you whether you will be moving forward in the selection process via email.

Will there be another opportunity to be involved?

Yes. This role is advertised every year.

What if I am not selected for the program?

Candidates who are not selected for the program will be eligible for future programs provided they meet the eligibility requirements. Feedback will be available through your Market Leader and Store Leader.

Reimbursement and travel during the program

All selected candidates will be reimbursed for all travel and hotel expenses while in the program, on official business. Per diems will be allotted during work days, away from home. Reimbursement and travel during the program will be pursuant to Apple's travel and expense policies. If selected, detailed information will be provided during on-boarding.

If I am selected, when does the program begin?

On-boarding will begin with two training days on dates to be confirmed in Q3. More details will follow.

How will I know what my schedule is, and where I am traveling to?

Just as in your store, you will know your schedule at least 3 weeks in advance as well as the destination involved. Please note that you will be supporting projects throughout your geo not just in your specific Market.

Will my pay be affected?

There will be no change to your current pay or to your pay schedule.

Will I be entitled to additional benefits during my participation in the 2016 Global Mentor Program?

There will be no change in your current benefits status.

Will I receive feedback on my performance as a Mentor?

Yes. You will receive feedback while functioning as a Mentor. We recommend you Feedback on your performance as a Mentor will also be provided to your Store Leader to incorporate into your annual review.